

KCDHH

Kentucky Commission on the Deaf and Hard of Hearing



STAFF ACTIVITIES

April 1, 2005 through June 30, 2005

EQUIPLINK



TELELINK



Submitted

DEAFLINK



by

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ACCESS CENTER



**KCDHH Highlights for the Fourth Quarter
April 1 through June 30, 2005
FY 2004-2005**

Administration

The KCDHH and the Kentucky State Police Driver Testing Branch worked to ensure that deaf individuals whose preferred mode of communication is American Sign Language have the ability to take the driver knowledge exam in ASL. This is done via the *AutoTest System*, the most advanced technology available for automation of driver knowledge exams.

Utilizing the system's multimedia capabilities, AutoTest presents a sign language interpreter in a video window signing all questions and answer choices. This unique feature allows deaf or hard of hearing applicants to test in the standard testing environment, without any other special accommodations.

Through a colleague in Alabama, who already has this system installed, the KCDHH Executive Director learned of this technology designed for deaf and hard of hearing driver's license testing. The KCDHH office contacted the Kentucky State Police Driver Testing Branch and found out that the AutoTest system was already approved and coming to Kentucky, but initially did not include the ASL option. Upon negotiations with the Kentucky State Police Driver Testing Branch, it was agreed that the ASL option would be added to the total system and that both entities would share the costs involved.

This system will be installed in three phases. Phase I of the installation was scheduled to take place the last week of June and has not happened to date. The American Sign Language option will be added to the Phase II and Phase III installations and then added to the already installed Phase I systems. KCDHH is now waiting on the Vice President of Openshaw Media Group, Inc., the manager of this account, to provide the Commission with a schedule of events that needs to happen to ensure the American Sign Language option is added and installed to all systems.

Personnel

During the month of April, first interim reviews were completed on all eligible staff. No personnel changes occurred in this quarter.

KCDHH GOALS

KCDHH Goal I: Improve, strengthen and develop services, including human and communication services.

Deaf Access Stations

In the last agency report, figures were provided for KCDHH contributions to the Kentucky Deaf Access Consortium grant from the beginning (October 1, 2001) to within one month of the conclusion of the grant (March 31, 2005). The final figures are in and the totals are as follows for the entire three-year grant:

Tangible Consumables (supplies/interpreting hours)	\$153,568.02
Salaries of staff involved in project	\$269,326.33
In-kind service / support	7,831.5 hours

Deaf Access stations are serving as a bridge for those individuals who cannot afford to have high-speed access in their homes. Videoconferencing has become a household word. For those who can, deaf and hard of hearing individuals are now hooking into high speed and using videoconferencing for their communication needs in their homes. TDDs are becoming obsolete and gathering dust for the fortunate ones with high-speed access.

Access Center

Access Center Assignments

Requests	Filled Assignments That occurred 4/1/05-6/30/05	Cancelled Assignments that would have occurred 4/1/05-6/30/05	Interpreting Hours Provided 4/1/05-6/30/05	Average number of contacts required to fill assignments
AC: Request for Interpreting	114	11	772.50	17.71
AC: Request for Captioning	3	0	12.0	5.6
AC: Request for Videoconferencing	None recorded	None recorded	None recorded	None recorded

National Certification Opportunities

As a Registry of Interpreters for the Deaf (RID) Super site, the KCDHH hosted 10 performance evaluations over a five-day period this quarter. The dates were April 8, May 13 and 14, June 10 and June 14, 2005. Four people took the RID written test on April 29 and June 4, 2005.

TDD Distribution Program

Request	Applicants Receiving Equipment	Pieces of equipment Distributed
TDD: Applying for STE	462	702

The Program Coordinator and Executive Secretary/Fiscal Officer met with a Finance Cabinet representative on April 15, 2005, reviewing the TDD Program equipment bids beginning June 2005. KCDHH requested to see all bids and price differences before the Finance Cabinet made their final decision on bid awards due to concerns with some companies on timely payment processing and paperwork completion within 30 days. All options were reviewed with the Purchasing Office. Contracts were finalized and new vendors established June 1, 2005.

KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.

Office of Information Services

Web Hits Counter

Month	KCDHH Home Page	Access Center Home Page	IRA Home Page	TDD Distribution Home Page	DeaFestival Home Page	Publications Home Page
April	1,055	261	289	145	266	101
May	1,141	126	315	171	227	86
June	1,115	81	297	158	295	99

Tot al	3,311	468	901	474	788	286
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Web Update

The new Directory of Services is complete thanks to the tireless efforts of the Information Coordinator and other staff. This is a major task that is done biennially. It has been uploaded to the website.

The navigation of the KCDHH home page is improving by the addition of menu options including:

About US

Access Center

DeaFestival 2006

Information Services

TDD Distribution Program

What's Up, Kentucky?

Links

Contact Us

The new options will be uploaded soon. In addition, suggestions from representatives of the Self Help for Hard of Hearing are being analyzed for inclusion on the KCDHH website.

Public Information Campaign

With the assistance of Ms. Kim Brannock of the Education Cabinet Communication Office, KCDHH did two press releases within this quarter. One focused on "May is Better Hearing and Speech Month" and was released May 13, 2005, and the other was tying in the July 4th holiday and the associated fireworks with protecting your hearing. With the first press release, KCDHH was contacted for interviews by four radio stations. In addition, some print media also ran the release. Both were posted to the Kentucky.gov website and the Education Cabinet intranet site. The following radio stations aired interviews with the Executive Director since she was quoted in the press release.

Hometown 1490 and 940-AM

Star 103.7 FM

Capital County 104.9 FM

WNKU 89.7 FM

Ms. Susan Brown, new commissioner and audiologist, was quoted in the second press release that went out on June 27, 2005 to all news outlets via email. Unfortunately, KCDHH received no requests for interviews. It is possible that some print media ran the release but KCDHH has not heard which ones did, if any. See both press releases included with this packet.

Training Opportunities on Deaf and Hard of Hearing Issues

The Interpreter Administrator was invited to the 10th Annual Deaf and Hard of Hearing Health Fair in Cincinnati to provide a presentation for parents, professionals, and individuals who recently learned they have a hearing loss. The presentation was entitled *Embracing Differences* and was held on April 9, 2005. Many people from the Northern Kentucky area attended the Health Fair. Diversity and the variations among the deaf and hard of hearing community were discussed. The Interpreter Administrator opened with her personal experience of diversity explaining that her family included deaf, hard of hearing, deaf dwarf, deaf-blind and hearing individuals.

The group was asked how they identified themselves. Within this group, there was one who was deaf from birth and went to a residential school for the deaf, another was mainstreamed and considered herself to be hard of hearing as she was growing up but now identifies herself as deaf and uses sign language even though she feels the deaf community does not accept her. Lastly there was a mother of a three-year old child who had a cochlear implant. The mother stated she made the decision for her child and hoped the deaf and hard of hearing community would accept her child. She planned to learn and teach the child sign language and allow her all the options available. She explained that she had been torn between giving her child all options and the deaf community shunning her child. The importance of acceptance from within was discussed and how there really is no definition of “normal.”

Near the end of the presentation, technology and advancements were discussed as a means to bridge the gap among all of the diverse members of the population.

The Executive Director was invited to be a presenter at the Western Symposium on Deafness in San Diego on April 20, 2005. Her presentation was entitled *Do More for Less*. Team dynamics in universities, vocational rehabilitation, mental health and state services working with people who are deaf, hard of hearing, late deafened and deaf-blind were explored. Also addressed were governance models of collaboration, partnership, unity and reciprocity. Team principles in unifying forces to maximize and mobilize resources utilizing emerging technology and innovative infrastructures were discussed. Personal examples and experiences were shared and audience participation was encouraged.

The TDD Specialist attended the Kentucky Virtual University office in Frankfort on May 19, 2005 to provide training to the staff on how to set up an answering machine, greeting messages and how to retrieve the messages on their new 4425 TDD. They also have a separate line for TDD callers only, so they have an answering machine set up for after office hours if someone wishes to leave a message.

The Executive Interpreter and Ms. Linda Bozeman of ECU did a PowerPoint Presentation, entitled *Providing Equality Communication for your Deaf Patients*, at the Kentucky Hospital Association in Louisville to a group of Patient Advocates on the issue of providing equal

communication access to patients who are deaf or hard of hearing during appointments at health care facilities. The topics discussed were; who is responsible for securing an interpreter, why are the hospitals responsible (Americans with Disabilities Act and the Kentucky Licensure Law) and how to find an interpreter.

Information and Referral Requests

The KCDHH has documented 1,285 requests from April 1 – June 30, 2005.

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OAS: Administration						
OAS: Legislation						
OAS: Special Projects	1	0	0	1	1	
OEA: Administration	3	0	0	5	6	
OEA: AC: DAS	0	0	2	1	0	
OEA: AC: Evaluations	14	0	15	28	0	
OEA: AC: Outreach	8	0	0	8	8	550
OEA: AC: Request for Captioner	3	0	0	9	8	
OEA: AC: Request for Interpreter	114	11	8	631	1389	
OEA: TTY: Applying for STE	479	48	136	514	1495	
OEA: TTY: Outreach	1	0	0	1	1	1000
OEA: TTY: Repair	12	0	0	14	12	
OEA: TTY: Request for Application	253	1	11	333	260	
OEA: TTY: Status Check	5	0	0	15	14	
OIS: DeaFestival	5	1	0	7	6	325
OIS: Library	5	0	0	7	6	400
OIS: Outreach	0	0	0	0	0	485
OIS: IRA: ASL & Linguistics	7	0	0	8	8	
OIS: IRA: Deaf Culture	1	0	0	1	1	
OIS: IRA: Deafness & Hearing Loss	11	0	1	13	14	
OIS: IRA: Demographics & Statistics	3	0	0	3	6	
OIS: IRA: Education	6	0	0	8	21	
OIS: IRA: Employment	2	0	0	3	2	
OIS: IRA: Families & Children	3	0	0	4	3	
OIS: IRA: Human Services	28	0	2	33	36	
OIS: IRA: Interpreting	11	1	1	12	18	
OIS: IRA: Legal Rights of Deaf & HOH	14	1	0	21	33	
OIS: Religious Services	1	0	0	1	1	
OIS: IRA: Sports	4	0	0	3	4	
OIS: IRA: Technology	12	0	2	18	18	
OIS: PUB: Agency Brochure	1	0	0	1	1	985

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OIS: PUB: Communicator	8	0	0	9	5	370
OIS: PUB: Directory of Services	4	0	1	6	6	505
OIS: PUB: Interpreter Directory	23	0	1	26	22	295
TOTAL	1,042	63	180	1,744	3,405	4,915

General KCDHH Outreach

Outreach was done on the following dates for the following groups:

- On May 20, 2005, the Information Coordinator manned a display booth at the Kentucky Registry of Interpreters for the Deaf Spring Conference in Louisville. KCDHH materials were disseminated and updated information from interpreters was collected for the KCDHH database.
- On June 4, 2005, the TDD Distribution Program Specialist provided outreach to participants of the Kentucky Association of the Deaf annual conference in Danville. Information particularly about the TDD Distribution program applications was disseminated and questions were answered.
- On June 14, 2005, the Information Coordinator did a short presentation about KCDHH and what the agency does and can do for non-profit organizations and their clients. KCDHH information and materials were disseminated.

KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, public and private entities and local, state and federal governments.

Staff attended:

On April 6, 2005, the Executive Director attended the Kentucky Board of Education Subcommittee on Kentucky School for the Deaf (KSD) and Kentucky School for the Blind meeting in Frankfort. Dr. Johnnie Grissom, Ms. Barb Kibler and Mr. Bill Stearns presented progress to date on the Implementation Plan at both schools. Each school also had additional representatives speak. Ms. Debbie Martin spoke about the Early Learning Village and the progress, successes and areas of concern with the preschool class at the Kentucky School for the Deaf.

On April 11, 2005, the staff participated in the New Commissioner Orientation for Ms. Susan Brown, Mr. Bob Stuckey and Ms. Nina Coyer in Frankfort. Immediately thereafter, the

Executive Board met.

On April 12, 2005, the Executive Director, attended the KDE Office of Special Instructional Services Advisory Board meeting in Frankfort. Dr. Johnnie Grissom discussed the survey of public schools and how they had closed the achievement gap. KDE also made site visits to particular schools that had significantly and consistently closed the achievement gaps. The characteristics of these schools that had allowed for their success were discussed.

On April 12, 2005, the Executive Director attended a meeting in Frankfort with Ms. Diane Haynes, Ms. Barb Kibler, Mr. Bill Stearns, Mr. Wilton McMillan and other stakeholders to discuss the role of an "Intervener" for students who are DeafBlind in the classroom and in public education. A job description will eventually be written and the group discussed the criteria, roles and responsibilities of an intervener. An Intervener does not serve as an interpreter or a Teacher's Assistant. Ms. Haynes gave an explanation of the purpose of an Intervener and how one may be used with students in the classroom. There will be follow up meetings to develop an actual job description/classification for such a position.

On April 20, 2005, the Executive Staff Advisor and Executive Interpreter attended the Outstanding Women of Northern Kentucky Awards ceremony in Erlanger that was sponsored by the Kentucky Post. Ms. Betty Timon was among 32 nominees and was selected as one of the six award recipients for all of her advocacy work with regard to hard of hearing and deaf individuals. Ms. Kat McGee nominated her and KCDHH wrote a letter of support for her nomination. KCDHH was very proud to be involved in honoring Ms. Timon. The award was well deserved!

On April 23, 2005, the Executive Director and Program Coordinator met with the TDD Advisory Board in Frankfort. (See minutes included.)

On April 26, 2005, the Executive Director attended a meeting with staff from the KDE Oversight Team, Office of Educational Technology, KDE Finance and Kentucky School for the Deaf (KSD). This meeting was to move KDE/KSD along in the process of getting videoconferencing available for deaf and hard of hearing staff and students at KDE and KSD. KCDHH was asked to share how this agency was able to move forward and discuss how to overcome the obstacles to making it available to KDE and KSD. A tentative plan of action was identified that included KCDHH drafting a white paper for KDE to refine and submit to the KDE Associate Commissioners for review and approval.

On April 28, 2005, the Executive Staff Advisor represented the Executive Director at the Kentucky Board of Interpreters Policy Committee meeting in Frankfort. The meeting was held to discuss licensure issues, educational requirements and funding briefly and then to establish subcommittees to further discuss and make recommendations to the Kentucky Board of Interpreters. KCDHH will be on the subcommittee discussing licensure issues.

On May 5, 2005, the Executive Staff Interpreter attended the DeafBlind Steering Committee meeting in Lexington on behalf of the Executive Director. Participants gave status reports on various issues that impact the DeafBlind population. The definition and role of interveners was discussed in depth.

On May 18, 2005, the Public Information on Hard of Hearing Study Group met for the last time in Frankfort with the Information Coordinator and Program Coordinator in attendance. The beginning of the meeting was a report from KCDHH about the activities that had been done to recognize May is Better Hearing and Speech month (see separate list). Most of the remaining time was focused on whether or not to submit a proposal for another similar study group. It was decided that a new study group proposal would not be submitted until the future. The State Fair plans were briefly discussed.

On May 20, 2005, the Program Coordinator attended the quarterly Advisory Board Meeting for BellSouth in Louisville, along with representatives of the Hispanic community, Refugees, Senior Citizens, AARP, the Better Business Bureau, the Attorney General's Office, the Public Service Commission, Center for Accessible Living, Legal Aid Society, the Office for the Blind and other interested service organizations both public and private.

BellSouth provided updates on telecommunication issues and upcoming trends. The Program Coordinator provided the group with an update on the changes in equipment that is distributed through the program including CapTel devices, an electronic larynx attached to the telephone and various amplified phones, TDDs and Voice Carry Over devices. TDD Distribution program brochures were provided for members to distribute to their constituents. In addition, May is Better Hearing and Speech month and the billboard near KCDHH was discussed. The group received the information well and promised to refer consumers to KCDHH.

On May 20-21, 2005, the Executive Director attended a National Association of the Deaf Board meeting in Seattle, Washington.

On May 24, 2005, KCDHH did the inventory observation that is required annually. The Auditor's office declined the invitation to observe.

On May 24, 2005, the Executive Staff Advisor attended the Education Cabinet's Public Information Officers meeting in Frankfort. Ms. Carla Blanton, the Governor's new Communications Director was introduced. Mr. Tom Welch, Director of Seeding Innovations; Kentucky Department of Education did a presentation on ThinkLink. Also discussed were Open Records Requests, the Kentucky Employee Charitable Campaign, Branding Activities and the State Fair.

On May 24, 2005, the Executive Director and Executive Secretary met with Mr. Geoff Pinkerton and Ms. Glenna Mays. Mr. Pinkerton has been the budget analyst for KCDHH for several years but Ms. Mays will be taking over his duties with KCDHH. This was an introductory meeting.

On May 26, the Executive Staff Advisor and Interpreter Referral Specialist met with Ms. Kim Brannock of the Education Cabinet Communications Office in Frankfort. Ms. Brannock and staff brainstormed ways to better inform the public about KCDHH and the services it offers.

On May 26, the Interpreter Administrator attended the Kentucky School for the Deaf graduation and the Facilities Planning Committee meeting on behalf of the Executive Director.

On June 7, 2005, the Executive Director and the Interpreter Administrator attended a meeting at the Kentucky School for the Deaf in Danville with Ms. Barb Kibler and Mr. Wilton McMillan to discuss progress to date with installing videoconferencing units at the Kentucky School for the Deaf. Discussion also focused on what remaining things need to happen in order to get the process moving and to get the sites up and running. A follow up meeting was scheduled.

On June 8, 2005, the Executive Director attended the Knowledge Center on Deafness Board meeting in Frankfort. Items discussed were expanding the number of board members, the desired characteristics of board members, short-term and long-term goals, employment of a Director of Development and raising the profile of the board.

On June 9, 2005, the Executive Staff Advisor attended the Kentucky Board of Interpreters Policy Sub-committee meeting and then the Policy Committee meeting on behalf of the Executive Director. These meetings occurred in Frankfort.

On June 11, 2005, the Information Coordinator attended the Family Support Network meeting at Kentucky School for the Deaf in Danville. The meeting focused on the "Family Learning Fun Fair" that will take place on August 20, 2005. It is a mini-Family Learning Vacation.

On June 15, 2005, the Executive Director attended the quarterly Mental Health Advisory Committee Meeting in Frankfort. She is the acting Chair due to the resignation of the former Chair. Each representative gave a report. The Executive Director gave a report on the ASL Automated Driver Testing System that is coming to Kentucky and a brief report on the Task Force Update. New elections were held and a new Chair was elected, allowing the Executive Director will remain in her role as Vice Chair for future meetings.

On June 16, 2005, the Executive Director, Ms. Patty Conway from Vocational Rehabilitation and Ms. Linda Bozeman from the Kentucky Board of Interpreters met regarding sustained funding of the Licensure Board.

On June 22, 2005, the Executive Director and Executive Staff Advisor met with the Executive Board in Frankfort. (See minutes included.)

On June 23, 2005, the Program Coordinator attended a meeting at the Kentucky Department for Libraries and Archives regarding archiving TDD Distribution Program information and the

possibility of scanning and storing TDD documents. A follow up meeting was scheduled for July 12, 2005 with Mr. Jim Cundy, Manager of state agency archives. He wants to update our records retention schedule for the whole agency.

KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.

On May 3, 2005, the Information Coordinator provided a training session in Elizabethtown for a Senior Citizens Group. Information about KCDHH services was disseminated. Deaf Culture was introduced briefly. Many of the participants were thrilled to know of the TDD distribution program and the equipment available.

On June 6, the Program Coordinator trained a consumer in Harrodsburg on their new telephone equipment.

On June 9, 2005, the Program Coordinator and TDD Specialist attended a demonstration of Teletalk device that is an electronic larynx attached to a telephone. The training was to prepare program staff in doing demonstrations to consumers.

KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.

On April 27, 2005, KCDHH staff recognized the Administrative Assistant and the Executive Secretary during the Secretary's Day.

On May 26, 2005, the Program Coordinator attended an Assistive Technology Workshop at Cardinal Hill Hospital in Lexington entitled, *Promoting Success for People with Disabilities and their Families*. Various vendors showcased their adaptive equipment. It was a very informative workshop for the one-day the staff person was able to attend.

On May 26-30, 2005, the Executive Director attended the American Deafness and Rehabilitation Association conference in Orlando. The major emphasis of this conference was the Deaf-at-risk constituency and how services for this particular population were lacking and in limbo. One highlight of this conference focused on the Kentucky Licensure for Interpreters and Vocational Rehabilitation Services for the deaf and hard of hearing models were recognized as one of the best in the nation. Networking opportunities with deaf and hearing professionals were phenomenal.

On May 27, 2005, KCDHH hosted a birthday potluck in honor of the Information Systems Supervisor. This was the only staff person with a birthday in the month of May. There were no staff birthdays in April or June.

May 31 – June 7, 2005, the Information Coordinator and from June 16-June 30, the Program Coordinator, took on-line training that provided an overview of various accessibility issues. Topics were captioning, interpreting, CART, telephone relay services, hearing dogs, assistive listening devices, text communication and legal rights for the Deaf and Hard of Hearing, Hearing Aids and Cochlear Implants.

On June 3-5, 2005, the Executive Director and TDD Specialist attended the Kentucky Association of the Deaf conference. One of the workshops that were given was about the American Red Cross and what it is, why it is important and what it does.

On June 6, 2005, the TDD Specialist was interviewed during "NAACP Presents, Know your Community" on Cable 10. It was predominately about Ms. White's personal experiences but during the interview, she discussed KCDHH as well.

On June 17, 2005, the Program Coordinator attended the Kentucky Employees Charitable Campaign (KECC) training in Frankfort at the Kentucky History Center. Coordinators from all over the state, representing each Cabinet, Department and Agency, attended. The theme was "Unbridled Spirit of Giving."

On June 24-25, 2005, the Executive Director attended the Illinois Association of the Deaf conference in Springfield, Illinois. While there, an opportunity to visit the Illinois Commission for the Deaf and Hard of Hearing offices was completed. Discussions with the Executive Director and Chair of Illinois Commission for the Deaf and Hard of Hearing were very productive. Priority issues for this state are Internet Access for rural deaf individuals, employment opportunities and early intervention services.

On June 30 – July 2, 2005, the Executive Director attended the 25th Anniversary of Self Help for Hard of Hearing (SHHH) at the 2005 annual Convention in Washington, DC. Highlights of this convention were awesome Exhibit booths and vendors displaying the cutting edge technology on hearing aids, assistive listening devices, cochlear implants and wireless technology; the state government service providers networking meeting; FCC Commissioner Michael Copps addressing the participants on the need for continuous input on emerging technologies. About 15 Kentuckians were in attendance..